



Aqua Utilities Florida, Inc.  
2228 Capital Circle NE, Ste. 2A  
Tallahassee, FL 32308

December 2, 2010

Ms. Ann Cole, Director  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Betty Easley Conference Center, Room 110  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
10 DEC -2 PM 1:26  
COMMISSION  
CLERK

*In Re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc., Docket No. 100330-WS*

Dear Ms. Cole:

Enclosed for filing on behalf of Aqua Utilities Florida, Inc.'s ("AUF") are the original and five (5) copies of AUF's Response to the Green Acres (Lake Osborne) customer meeting and a Supplemental Response to the Eustis customer meeting in the above referenced docket:

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,

Troy Rendell  
Rates Manager

Enclosure

cc: Bruce May, Holland & Knight  
Charles Beck, Esq.  
Kimberly A. Joyce, Esq.

COM \_\_\_\_\_  
APA \_\_\_\_\_  
ECR 3  
GCL \_\_\_\_\_  
RAD \_\_\_\_\_  
SSC \_\_\_\_\_  
ADM \_\_\_\_\_  
OPC \_\_\_\_\_  
CLK \_\_\_\_\_

DOCUMENT NUMBER-DATE

09719 DEC -2 0

FPSC-COMMISSION CLERK

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Green Acres Customer Meeting Response

Overview: The Lake Osborne customer meeting was held on November 4, 2010, in Green Acres, Florida. Approximately 10 customers provided comments to the Commission staff during the meeting.

The majority of the customers' comments related to the rate increase and level of bills.

Justin Thompson – 5386 Lake Osborne Blvd.

Mr. Thompson indicated that when he called the CSR, he was placed on hold for 20 min. He also indicated that he had received bill 2 days before the due date and keeps getting late fees.

Response: Mr. Thompson moved in on September 2009. Since that date, he has had 2 late fees charged to his account, both in 2010. As of November 23, 2010, there has been a Shut Off for Non Payment issued for this address. Mr. Thompson has not paid his last bill in the amount of \$131.01. On 11/22/2010 he called to inform us he is moving out.

Below is a table indicating the mail date and the due date for Mr. Thompson.

Justin Thompson	
Bill Date (Mailed)	Due Date
8-Nov	30-Nov
8-Oct	1-Nov
9-Sep	1-Oct
9-Aug	31-Aug
9-Jul	2-Aug
8-Jun	30-Jun
10-May	1-Jun
8-Apr	30-Apr
8-Mar	30-Mar
8-Feb	2-Mar
11-Jan	2-Feb

Once a customer receives a bill, they have 21 days to make payment before being considered delinquent. Once the account is in arrears for a

period of time, a customer will receive a shut off notice advising that the service will be turned off in 10 days. The PSC rules on shut off notices require a 5 work day notice; however AUF's policy is to allow additional time. Further, customers are called before any action is taken to let them know that their service may be turned off.

Linda Berg – 1515 Shirley Court:

Ms. Berg indicated that her bills did not make sense and stated that in 2006, she was billed for 17,000 gallons of usage.

Response: A review of Ms. Berg's account shows that in June 2006, she was billed on an estimated consumption of 8,000 gallons. In the subsequent month, July 2006, Ms. Berg was billed based on an actual read for a consumption amount of 17,000 gallons. This was the only time Ms. Berg received an estimated bill.

A further review of Ms. Berg's account shows that prior to the implementation of the increased rates, this customer historically experienced several months each year with high consumption. A further review of the usage on this account over a 2 year period (December 2008 – November 2010), shows there have been 3 times (August, September, and December 2009) when usage has gone up from the monthly average of 8,292 gallons. These usage "spikes" were for 14,400, 10,600, and 11,500 gallons respectively.

Also in August 2009 she had a leak and used 14,400 gallons.

Attached please see the consumption history from 2006 – 2010 for Ms. Berg.

AUF tested the water meter and accuracy was confirmed. The test results were previously provided to Staff at the PSC regarding the meter test conducted in September 2007.

A review of Ms. Berg's account shows that there have been 3 service orders since 2007. The first was in May 2007 to review the meter and it was found to be in good operating order. On June 4, 2007 the address was visited again and an on-site test was performed; high flow; 100.77%, med flow; 101.51%, low flow; 97.99 % with an average of 100.9% thus passing the accuracy test guidelines established by the FPSC. The last visit was in August 28, 2009 to address a low pressure issue. It was found that the customer had a leak in the home.

Alfred Binner – 1507 Crest Circle:

Mr. Binner stated concerns about bill estimates.

Response: Review of this account shows that Mr. Binner did have an issue with estimates on two occasions in 2008. AUF went out and replaced the meter in 2008 and since that time, Mr. Binner has had no estimated bills.

Ray Thomsen– 5438 Lake Osborne Dr., Lk Worth

PSC Specific Request: Need explanation of procedure used for cutoffs due to non payments. Mr. Thomsen indicated that a cut off occurred in the evening. What time did his cut off actually occur?

Response: Mr. Thomsen is no longer a customer of AUF, and continues to have a balance on his inactive account. A new customer moved into this residence in March 2010, and the account is currently up to date.

Review of Mr. Thomsen's account shows that the customer had two Shut Off for Non-Payments (SNOP) in 2009, one in November 2009 and the other in December 2009. In January 2010, this account was Turned Off and Blocked (TOBK) due to the fact that there had been water usage on the account after it had been shut off. AUF addressed this situation in January 2010 with the TOBK.

Notably service was shut off in both instances on a weekday. Upon review, the time of the shut off was not documented, just the day the termination occurred.

It should be noted that Rule 25-30.320(6), Florida Administrative Code only addresses termination of service on weekends and public holidays.

Ray Thomsen– 5438 Lake Osborne Dr., Lk Worth

Additional PSC Specific Request: Mr. Thomsen noted that the Utility's water lines are in the back of his property. In general, how does the Utility gain access to non-roadside lines in order to maintain them? Are there "right of way" privileges? Are there any existing problems in any of the Utility's systems related to this matter. Please explain.

Response: As is the case in many of the systems that AUF acquired, the original owner installed lines in the rear of homes to take advantage of reducing the amount of main-footage that is required. This is the case with this system. Though not the preferred methodology of installation, AUF has not relocated these lines due to significant relocation cost, which would be borne by the ratepayers.

In 2007 and 2008, AUF conducted the meter replacement project in all of its Florida water systems, thus reducing the amount ingress and egress from properties. Prior to this meter replacement project, AUF had considerable challenges in several systems due to fencing, guard dogs, and customers who would not allow access in order to get appropriate meter reads. Since the meter project, the amount of inconvenience on the customer and AUF has been reduced considerably.

AUF also has "blanket easements" within all applicable systems allowing access to perform necessary repair and maintenance services. AUF staff members contact customers via telephone and/or a personal visit when it concerns an immediate repair. The majority of customers understand that AUF has to maintain its lines and from time to time might have to conduct a repair. AUF personnel work with customers if the situation is not an emergency. In exercising its rights under the blanket easements, AUF's policy is to minimize disruption and reduce any and all property damage to the surrounding area.

**Berg**  
**1515 Shirley Court**  
**Lake Worth, FL**

Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Avrge
9,000	8,000	8,000	7,000	6,000	8,000	17,000	11,000	7,000	9,000	17,000	8,100	9,592
Estimate												
Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Avrge
15,400	10,800	10,700	19,900	9,700	10,000	10,100	6,700	7,200	8,600	9,000	9,700	10,650
Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Avrge
10,400	10,700	9,100	12,000	10,800	11,200	14,700	9,900	6,900	7,100	8,600	8,200	9,967
Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Avrge
8,800	9,700	8,800	7,000	8,200	7,700	8,100	14,400	10,600	7,900	6,600	11,500	9,108
Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Avrge
6,500	7,300	6,500	7,900	8,400	6,900	8,300	7,000	6,900	7,900	7,300		7,355

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Supplemental Eustis Customer Meeting Response

Bob Gruno – 34834 Haines Creek Road

Mr. Gruno asserted that there was a hole in the rear of his home that is a hazard.

Response: On December 1, 2010, the AUF technician was able to contact Mr. Gruno regarding his concern about the hole. This “hole” was actually located on his sister’s premises at 11747 Hickory Lane, and not Mr. Gruno’s residence.

Mr. Gruno’s sister is not in residence at this time and appears to be a seasonal customer.

In respect to this issue, it appears that someone had removed the meter box from the unit and placed it in the bushes. This had created a slight indent where the box was previously located. The AUF technician addressed Mr. Gruno’s concern by cleaning out the area and resetting the meter box. Further the area was filed and smoothed out.

In doing so, the AUF technician observed that there were cables that were ran next to the meter, just outside or around where the box was previously located. It appears that the cable company may have removed the meter box and failed to put it back to its original state.

In review of this account, Mr. Gruno has not called since July 2009 and that was concerning billing information.